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THE EFFECT OF MULTIPLE ROLE CONFLICT AND JOB STRESS ON EMPLOYEE PERFORMANCE

Irsan Tricahyadinata; Faculty of Economics and Business, Mulawarman University, Samarinda

Rizki Fakhrowan ✉; Faculty of Economics and Business, Mulawarman University, Samarinda

Abstract: The Influence of Dual Role Conflict and Stress on the Performance of Female Employees at the Department of Population and Civil Registration Samarinda. Guidance Irsan Tricahyadinata is as supervisor I and Alexander Sampleiling is as supervisor II. This study aims to explain the effect of dual role conflict and work stress on the performance of female employees at the Department of Population and Civil Registration Samarinda. This research was conducted at government agencies in Samarinda. The sampling method used the saturated method. The analysis technique in this study uses the Partial Least Square (PLS) data analysis method. The results of the analysis show that multiple role conflicts have a positive and significant effect on the performance of female employees, multiple role conflicts have a positive and significant effect on work stress, job stress has a positive and significant effect on the performance of female employees, and multiple role conflicts have a positive and insignificant effect on the performance of female employees. through work stress as a mediating variable.

Keywords: Multiple Role Conflict, Work Stress, Employee Performance.

✉ rizki.fakhrowan@feb.unmul.ac.id

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INTRODUCTION

The implementation of regional government affairs based on the principle of autonomy and auxiliary duties in the field of population and civil registration is the main task of the Department of Population and Civil Registration. In modern times like today, people are increasingly aware of what their rights and obligations are, people are increasingly daring to submit their demands to the government. Seeing the condition of the community like this, public services must be able to provide an effective service, the performance of a public service must be carried out efficiently, public services must be in accordance with what is needed by the community. The effectiveness of the achievement that the agency wants to achieve is to serve the community. The basis of effectiveness is the goal to be achieved in accordance with the planning that has been set. Individual performance must be pursued as much as possible to achieve a goal. In providing public services for the community, it must be optimal, especially in the performance of employees working in government agencies. In this case, the Population and Civil Registration Service as a public service provider must optimize service performance.

Multiple role conflicts have a bad effect on the performance of an individual and even affect the performance of organizations or government agencies. In essence, dual role conflict is a condition where individuals are unable to carry out two different roles or conflicts that occur because of an imbalance in roles between responsibilities at home and at work. Individuals who have multiple roles tend to find it difficult to achieve good performance in the workplace because they tend to be often affected by the burden of problems that occur at home (home/family).

The problems that often occur are usually individual problems with the environment around where they live sometimes have a negative influence and are often carried over to the workplace resulting in the individual's performance being not good, but this does not apply to everyone, there are some individuals who are able to overcome it.

Literature Review

Performance is a work achievement or real result in individual achievement which comes from the word job performance or actual performance. Performance is the quality and quantity of work that has been achieved by employees in accordance with the duties and responsibilities given (Mangkunegara, 2013). Performance as a process of how work takes place to achieve work results. However, the work itself also shows performance, to have a good performance one must pay attention to several factors, namely regarding statements about the intentions and values of strategic management, human resource management, and organizational development (Wibowo, 2016). Performance is a form of individual achievement in carrying out assigned tasks based on skills, experience, sincerity and time Hasibuan (2013).

Conflict is an unacceptable perceived difference, which results in a disturbance or rejection. It has no relevance regarding whether the difference is real or not (Robbins & Coutler, 2015). Conflict is a discrepancy or difference between the goals to be achieved or the methods used to achieve these goals. Conflict occurs when an individual or group has two or more needs (Marwansyah, 2012). Conflict is an inner atmosphere that contains anxiety and conflict between two or more motivations that encourage someone to do two or more activities at the same time (CHR. Jimmy L.Gaol 2016).

Stress kerja merupakan tekanan perasaan dalam menjalankan pekerjaan

yang dilakukan oleh karyawan. Stress kerja ini tampak dari shimtoa (emosinya naik turun, gelisah, suka menyendiri, sulit tidur, merokok yang berlebihan, tidak bisa rileks, cemas, tegang, gugup, dan mengalami gangguan pencernaan (Mangkunegara, 2013). Menurut CHR. Jimmy L.Gaol (2014) stres kerja adalah kondisi karyawan (emosi, proses berfikir) yang disebabkan oleh tidak seimbangnya fisik dan psikis yang menjadikan suatu ketegangan. (Ochsner, 2012) mengatakan bahwa apabila seorang wanita atau perempuan yang bekerja dan ibu menjadi ambisius dan termotivasi untuk mencapai tujuan, maka dia menanggung resiko disalahkan karna mengabaikan tanggung jawab peran utamanya sebagai istri untuk merawat suami.

METHODS

The population is a generalization sector which includes: objects, /subjects that have certain characteristics and quantities that are determined by researchers to be understood and then conclusions are drawn, Sugiyono (2016; 61). The population taken for this research is all female employees who are married and have children at the Population and Civil Registration Service.

The sample is part of the characteristics and numbers possessed by the population, Sugiyono (2016; 62). The sample taken is all female employees who are married and have children totaling 42 people. The sampling technique used in this study is saturated sampling because it takes all of the existing population.

RESULT AND DISCUSSION

Convergent Validity

Figure 1. Structural Model

Source: Results of data processing, 2021.

Tabel 1. Outer Loading Results (Convergent Validity)

Variable	Indicator	Outer Loading	Factor	Information
Dual Role Conflict	PG1	0,871	0,5	Valid
	PG2	0,798	0,5	Valid
	PG3	0,815	0,5	Valid
	PG4	0,830	0,5	Valid
Work stress	SK1	0,792	0,5	Valid
	SK2	0,726	0,5	Valid
	SK3	0,722	0,5	Valid
	SK4	0,662	0,5	Valid
Employee Performance	KP1	0,811	0,5	Valid
	KP2	0,781	0,5	Valid
	KP3	0,798	0,5	Valid
	KP4	0,768	0,5	Valid

Source: Results of data processing, 2021.

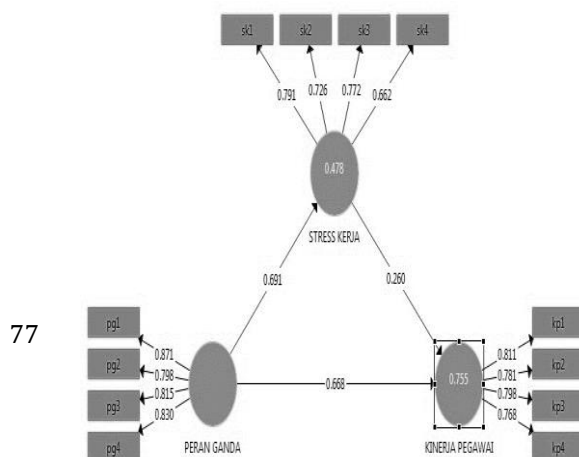
Based on Figure and table above, it shows that all loading factors have values above 0.50 so that the indicators for all variables are valid after going through the convergent validity test.

Discriminant Validity

Discriminant Validity test using the cross loading value of an indicator is stated to meet discriminant validity if the cross loading indicator value in the variable is the largest compared to other variables. The following is the cross loading value of each indicator.

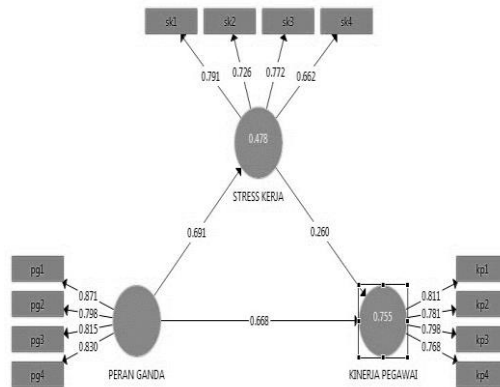
Table 2. Cross Loading

Indicator	Variable		
	Dual Role Conflict	Work stress	Employee Performance
PG1	0,871	0,598	0,729
PG2	0,798	0,610	0,654
PG3	0,825	0,447	0,636
PG4	0,830	0,615	0,777
SK1	0,572	0,792	0,650
SK2	0,534	0,726	0,530
SK3	0,483	0,772	0,519
SK4	0,441	0,662	0,403
KP1	0,589	0,483	0,811
KP2	0,560	0,605	0,781
KP3	0,710	0,668	0,798
KP4	0,871	0,598	0,768



Source: Results of data processing, 2021.

constructs also have high reliability with



Apart from being seen from the convergent validity value, construct validity is also assessed by average variance extracted, the expected AVE value is > 0.5. Above, it can be seen that several loading factor values for each indicator of each latent variable have a loading factor value that is greater than the loading factor value associated with other latent variables. This means that each latent variable has good discriminant validity where some latent variables have a measure that is highly correlated with other constructs.

values above 0.70 as recommended.

Composite Reliability and Average Variance Extracted (AVE)

The composite reliability value is the reliability value possessed by the variable with the expected value > 0.7.

Inner Model

Structural model testing or the Inner Model was conducted to see the relationship between the construct, the significance value and the R-square of the research model. The structural model was evaluated using R-square for the dependent construct, t-test and the significance of the structural path parameter coefficients.

Figure 2. Structural Model

In Figure 2 there are no indicators that are omitted or eliminated from the structural model because all indicators are valid after going through a convergent validity test.

Evaluation Goodnes of Fit Model

In evaluating the model or assessing the model with SmartPLS, you can start by looking at the R-square for each dependent latent variable. Table 4 is the result of R-square estimation using SmartPLS.

Tabel 3. Average Varisnce Extracd (AVE)

Kode	Variable	Composite Reliability	AVE	KET
X1	Dual Role Conflict	0,869	0,624	Reliabel
X2	Work stress	0,898	0,687	Reliabel
Y	Employee Performance	0,828	0,547	Reliabel

Source: Results of data processing, 2021.

Table 4. R-square

	R-square
Konflik Peran Ganda	
Stress Kerja	
Kinerja Pegawai	0,742

Source: Results of data processing, 2021.

Based on table 3 it can be concluded that all constructs have high reliability. This is indicated by the value of Average Variance Extracted (AVE) on the variable , Multiple Role Conflict, Work Stress, and Employee Performance above 0.5 as recommended. In composite reliability, all

This study uses 2 (two) exogenous variables that affect 1 (one) endogenous variable, namely dual role conflict and job stress affecting employee performance. Table 4.10 shows the R-square value for the performance variable of 0.742, meaning

that this model explains the phenomenon of employee performance which is influenced by dual role conflict and work stress by 74.2% (0.742 x 100%) while the rest is explained by variations in variables outside of the research model of 25.8% (100%-74.2%).

Thus, the Q2 predictive relevance for the structural model can be calculated as follows:

$$Q^2 = 1 - (1 - R^2_1)$$

$$Q^2 = 1 - (1 - 0,742)$$

$$Q^2 = 1 - (0,25,8)$$

$$Q^2 = 0,742$$

The calculation results show that the predictive relevance value is 0.742 or the model relevant prediction value is 74.2%.

Testing the hypothesis can be seen from the t-statistics value and the probability value for hypothesis testing using statistical values, so for 5% alpha the t-statistic value used is 1.96. so that the criteria for acceptance of the hypothesis is that Ha is accepted when the t-statistic > 1.96, and rejected when the t-statistic is <1.96. For hypothesis testing using statistical values, for alpha 5% the t-statistic value used is 1.96. So that the criteria for acceptance/rejection of the hypothesis are that Ha is accepted and H0 is rejected when the t-statistic > 1.96. To reject/accept the hypothesis using probability then Ha is accepted if the p value <0.05.

Table 5. Path Coefficients (MEAN, STDEV, t-Value)

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	p-Value
Konflik peran ganda ->Kinerja	0,668	0,656	0,113	5,928	0,000

pegawai					
Konflik peran ganda ->Stress kerja	0,691	0,709	0,079	8,752	0,000
Konflik peran ganda ->Kinerja pegawai	0,260	0,280	0,127	2,057	0,040

Source: Results of data processing, 2021.

The Effect of Dual Role Conflict on the Performance of Female Employees

The results of the first hypothesis show that the relationship between the multiple role conflict variable (PG) and the performance of female employees (KP) shows the original sample value of 0.668 with a t-value of 5.928. This value is greater than the t-table value (> 1.96). This result means that dual role conflict has a positive and significant relationship to the performance of female employees, which means that it is in accordance with the first hypothesis where dual role conflict has a significant positive effect on the performance of female employees. This means that Hypothesis 1 is accepted.

The Effect of Dual Role Conflict on Work Stress

The results of the second hypothesis indicate that the relationship between the multiple role conflict variable (PG) and work stress (SK) shows the original sample value of 0.691 with a t-value of 8.752. This value is greater than the t-table value (> 1.96). These results mean that Multiple role conflict has a positive and significant relationship to work stress which means that it is in accordance with the second hypothesis where dual role conflict has a significant positive effect on work stress. This means that Hypothesis 2 is accepted.

The Effect of Work Stress on the Performance of Female Employees

The results of the third hypothesis indicate that the relationship between the work stress variable (SK) and the performance of female employees (KP) shows the original sample value of 0.260 with a t-value of 2.057. This value is greater than the t-table value (> 1.96). These results mean that Job stress has a positive

and significant relationship to the performance of female employees, which means that it is in accordance with the third hypothesis where work stress has a significant positive effect on the performance of female employees. This means that Hypothesis 3 is accepted.

The Effect of Dual Role Conflict on the Performance of Female Employees Through Work Stress as a Mediation Variable

	Original Sample (O)	Sample Mean (M)	Standard Deviaton (STDEV)	T Statistics ((O/STDEV))	P Values
Multiple role conflict -> Job Stress -> Employee performance	0,180	0,200	0,099	1,819	0,069

Source: Results of data processing, 2021.

The results of the fourth hypothesis indicate that the relationship between the dual role conflict variable (PG) and the performance of female employees (KP) through work stress (SK) as a mediating variable shows the original sample value of 0.180 with a t-value of 1.819. This value is smaller than the t-table value (<1.96).

CONCLUSION

Based on the explanation of the results of the research analysis and discussion, the following conclusions can be drawn: Multiple role conflicts have a positive and significant effect on the performance of female employees. This shows that the higher or more roles performed by female employees, the lower the performance. The number of dual role conflicts that women do can interfere with their performance, which means they are unable to fulfill their family responsibilities because they cannot divide their time between household work and work in the office which are their daily duties and responsibilities. Hypothesis 1 which states that multiple role conflicts have a positive and significant effect is proven and accepted.

Multiple role conflict has a positive and significant effect on work stress.

This shows that the higher the dual role conflict or the more roles a woman has, the higher the work stress she experiences. Two roles that are carried out at the same time are factors that cause work stress, so the more roles that are carried out, the more work stress increases. Hypothesis 2 which states that the dual role conflict has a positive and significant effect is proven and accepted.

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